GRAYS HARBOR TWI CUSTOMER FLOW

Week ONE DSHS (ESD) ORIENTATION

DSHS Staff: Welcome, Eligibility Review, IRP, Orientation, Regulations,

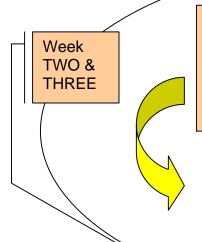
Check-in, Referral to ESD:

ESD STAFF: ESD Counselor Assignment, TWI Information, College

Enrollment, SKIES Registration

ESD NUTS & BOLTS Orientation (M-T-W-Th-F), Work history, CATS, Requirements, Job Counseling, Orientation, LMI, Q&A

Job Clubs (M-T-W-Th-F) as directed by Employment Counselor
Job Readiness, Personal Issues, Self-Management, Job Retention,
Communication, Dress for Success, Money Management
Learning Center Screening and or Activities
WorkSource orientation

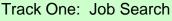


M-T-W-Th-F Steps to Success Assessment Workshop

Evaluation, Assessment Components, ORCA/ PESCO/CASAS/TABE, Georgia Packet, Personal Time Line, Goals/Attitude/Motivation, Resource Room

> M-T-W-Th-F Job Search Workshop Assessment test results and recommendation, Applications, Interview Skills, mock interviews, resume, job retention, communication skills, job search techniques

> > Success Plan Development



Targeted Wage Intensive Job Search, Job Club, Job Development, Job Fair, WPLEX

Week FOUR PLUS

Track Two: Job Search plus education/training

ABE/GED, keyboarding, computer skills, and workplace communication skills

Track Three: Training

Customized Job Skills Training, High Wage High Demand, WorkForce Education, OJT